

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State Nevada

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Methods for administration of the State Plan in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975 and 45 CFR 80, 45 CFR 84, and 45 CFR 90 are:

1. Nevada Medicaid will inform and instruct its staff members concerning their obligations under the above Acts and Regulations by:
 - a. Making current policies and procedures regarding non-discrimination requirements for employees and Medicaid providers, available to all Medicaid employees.
 - b. Posting the Welfare Division's "Discrimination Complaint Policy and Procedures" in each district office and central office.
 - c. Providing training for new staff members on the civil rights requirements and staff obligations for carrying out the policies. Providing training for existing staff members when requirements or policies and procedures change.
 - d. Providing training for supervisory staff on non-discrimination hiring and employment practices.
 - e. Conducting through supervisory channels, constant review of policies and practices to assure that no individual is being discriminated against on the basis of race, color, national origin, sex, age or handicap; and taking corrective action as may be required to assure Nevada Medicaid's practices are consistent with the above stated Acts and Regulations.
2. Nevada Medicaid will inform and instruct providers of service or benefits under the Medicaid program of their obligations to comply with the above mentioned Acts and Regulations as a condition to their initial or continued financial participation in the Medicaid program. This will be accomplished by:
 - a. Providing written materials and personal explanations to providers regarding the requirements of the above mentioned Acts and Regulations and Medicaid policies and procedures to implement these requirements.

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- b. Assuring when a provider conducts any activity or furnishes services under contract or other arrangement, that such activity will be conducted or such services will be furnished in accordance with Medicaid's obligations under the above stated Acts and Regulations. In appropriate cases Medicaid will determine that the provider has executed assurances in the form prescribed by the Department of Health and Human Services which are in effect and applicable to the program under which the activity is conducted or the services are furnished. In other cases Medicaid will take appropriate steps to satisfy itself that the provider has agreed to and is conducting the activity or furnishing the services in accordance with the provisions of the above stated Acts and Regulations. This includes stating in provider agreements the specific obligations of the providers regarding their activities and provision of services.
3. Nevada Medicaid will inform its recipients , potential recipients and other interested persons that:
 - a. Services and other benefits under the Medicaid program are provided on a non-discriminatory basis as required by the above mentioned Acts;
 - b. They have the right to file a complaint with Nevada Medicaid or the Office for Civil Rights if they believe that discrimination on the basis of race, color, national origin, age, sex or handicap is being practiced.

Nevada Medicaid will provide written notice of the above information to all applicants and recipients. Appropriate explanatory statements will be included in public information materials which are available to interested persons and particularly to those individuals and groups who may be sources of referrals and applications.

4. All complaints concerning alleged discriminatory conditions or practices in the operation of the Medicaid program on the basis of race, color, national origin, age, sex or handicap are to be filed with Nevada Medicaid or the Office for Civil Rights. Complaints will be investigated by Medicaid staff members to determine if discriminatory practice has occurred. If supported, appropriate action will be taken to correct past practices and to prevent the reoccurrence of such discrimination.

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Nevada Medicaid will advise the complainant in writing of its finding. The identity of the complainant shall be kept confidential except to the extent necessary to carry out the complaint procedure.

Complaints regarding economic discrimination by Medicaid facility providers will be referred to the Division for Aging Services for investigation in accordance with the Older American's Act.

Nevada Medicaid will maintain adequate records to show the action taken as a result of each complaint filed and will make such information available for Federal review.

5. Nevada Medicaid will conduct civil rights reviews of all Medicaid providers of acute care and long-term care at least once every three years. Nevada Medicaid will conduct reviews in one-third of the hospitals and long-term care facilities each year. New facilities will be reviewed within one year of the year they received Medicaid certification. Priority in the annual review will be given to facilities which were found out of compliance in the previous review and to facilities which have changed ownership. Other facilities will be selected for review using a random sampling method.

The survey document for these reviews has been formally approved by the Office for Civil Rights and the Health Care Financing Administration.

The civil rights reviews will provide technical assistance to facilities regarding civil rights requirements and will monitor facility practices to assure the facilities are complying with the above stated Acts and Regulations.

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